

# SPRINGFIELD POLICE DEPARTMENT

## Standard Operating Guideline

<b>Effective Date:</b> 10/11/2018	<b>Supersedes Policy Dated:</b> N/A – New Policy	<b>Rescinds:</b>	<b>SOG Number:</b>  <b>301.7</b>
<b>Accreditation Index:</b> 81.2.7			
<b>Part Title:</b> Support Services		<b>Chapter Title:</b> Communications	
<b>Chief of Police:</b>			

## Request for Springfield-Greene County 911 and TelCom Recordings

### I Policy (CALEA 81.2.7(b))

It is the policy of the Springfield Police Department to ensure all recorded media are secured in a manner so as the privacy of these recordings will not be compromised. This guideline will be in compliance with Revised Statute of Missouri 610.150: “911 telephone reports inaccessible, exceptions.” – “any information acquired by law enforcement agency or a first responder agency by way of a complaint or report of a crime made by telephone contact using the emergency number, “911”, shall be inaccessible to the general public. However, information consisting of the date, time, specific location and immediate facts and circumstances surrounding the initial report of the crime or incident shall be considered to be an incident report and subject to section 610.100. Any closed records pursuant to this section shall be available upon request by law enforcement agencies or the division of workers’ compensation or pursuant to a valid court order authorizing disclosure upon motion and good cause shown.”

### II Definitions

### III Procedure

#### 1 SECURITY

- 1.1 All recorded media from Springfield-Greene County 911 are maintained and secured for a period not less than one year. (CALEA 81.2.7(a))
  - 1.1.1 Recordings may be stored for longer if they have been approved for a “hold”.
- 1.2 All recorded media from TelCom are maintained and secured by the City Information Systems Department for a period not less than 30 days.
  - 1.2.1 Recordings may be stored for longer if they have been approved for a “hold”.

## **SOG 301.7**

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## 2 REVIEW OF TELEPHONE OR RADIO RECORDINGS (CALEA 81.2.7(c))

### 2.1 Call Checks

2.1.1 Instant playback of recordings at Springfield-Greene County 911 may be reviewed by police officers with the approval of a supervisor if the request is made in regard to an ongoing investigation in which the officer is involved.

### 2.2 Recording Requests and Holds

#### 2.2.1 Springfield-Greene County 911

2.2.1(a) Employees may obtain a copy of telephone or radio recordings or request a “hold” on recordings by completing a [Springfield-Greene County 911 Recording Request Form](#) and having it approved by a lieutenant or above.

#### 2.2.2 TelCom

2.2.2(a) Requests for a copy of telephone recordings or a “hold” on recordings shall be made through the Police Services Administrator and must be authorized by a lieutenant or above.

2.2.3 If an urgent situation exists and there is an immediate need for a copy of a recording, these procedures may be adjusted as the situation dictates at the direction of a police commander.

### 2.3 Evidentiary Recordings

2.3.1 Recordings determined to have evidentiary value shall be handled in accordance with [SOG 305.1 – Property](#) and [SOG 413.2 – Audio/Video Recorded Evidence](#).

## **IV Attachments**